

# Case Study

## Assertive Messages:

1. You come back to your dorm, apartment, or house to finish a paper that is due tomorrow, only to find that someone else is using your computer.

### **Assertive Response:**

Excuse me, but that's my computer you're using. I have a paper due tomorrow and I need to use it. Please can you find another computer to use?

2. You work part-time at a clothing store. Just as your shift is ending your manager says to you, "I's like to work overtime, if you would. Martin's supposed to replace you, but he just called and can't get here for at least an hour." You have tickets to a concert that starts in an hour.

### **Assertive Response:**

I'm sorry, but I can't work overtime tonight. I have tickets to a concert that starts in an hour. Is there anyone else who can cover for me?

3. You and your friend made a date to go dancing, an activity you really enjoy. When you meet, your friend says, "I don't feel like dancing tonight. Let's go to Joey's party instead.

### **Assertive Response:**

I understand that you don't feel like dancing tonight, but I was really looking forward to it. How about we compromise and dance for a little while and then go to Joey's party?

4. You're riding a car with a group of friends on the way to a party when the driver begins to clown around by swerving the car back and forth, speeding up to tailgate the car in front, and honking his horn. You believe this driving is dangerous and you're becoming scared.

### **Assertive Response:**

Please stop driving like that. It's making me feel really uncomfortable and scared. I'd appreciate it if you could drive more safely.

## Initiating a Conflict:

1. You observed your long time romantic partner flirting with another person. Your partner's arm was around this person's waist and they were quietly talking, laughing together and periodically whispering in each other's ear.

### **Initiating Message:**

I need to talk to you about what I saw last night. I saw you flirting with someone else, and it made me feel really hurt and disrespected. Can we talk about this?

2. Your roommate borrowed your iPod and returned it late last night. You put it on your desk without really looking at it. This morning when you grabbed it to use at the gym, you noticed that the display was cracked. You are certain it was not damaged before your roommate borrowed it.

### **Initiating Message:**

I need to talk to you about my iPod. When you returned it to me, I noticed that the display was cracked. I'm certain it wasn't like that before you borrowed it. Can we figure out a solution to fix it?